

NC STATE STUDENT CENTERS

ANNUAL REPORT 2023-2024



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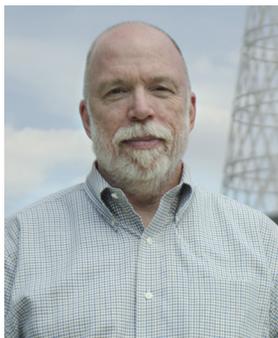
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LETTER FROM **THE DIRECTOR**



The NC State Student Centers are more than places to study or attend events. They are hubs where students grow, lead and connect. Our commitment is to provide an environment that supports student success both in and out of the classroom.

This year, students took the lead in delivering exceptional service and managing operations. Their energy and commitment helped us improve our facilities, strengthen partnerships and deliver high-quality experiences to the Wolfpack community.

Working closely with partners such as the Division of Academic and Student Affairs and the Office of Equal Opportunity, we enhanced training, hosted meaningful events, and created inclusive spaces. Our relationships with faculty have positioned us as campus leaders in sustainability and innovation.

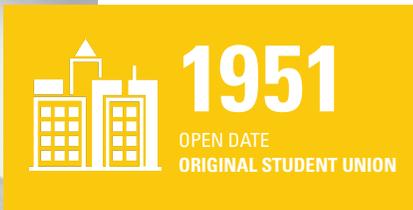
We've refined our training programs, upgraded our technology and strengthened our focus on student development. These efforts help students gain real-world skills that prepare them for life beyond NC State.

Thank you for your support in building a strong, connected and vibrant Wolfpack experience.

Tim Hogan
Director, NC State Student Centers



HISTORY AND ASSOCIATIONS



“The heart of the union is not locked in the steel and concrete of a building, but rather in the Union organization. The Union building is merely the instrumentality through which the union idea is accomplished.”

Gerald Erdahl

NC State Union Director, 1949-1961



Dr. Banks C. Talley Vice Chancellor of Student Affairs Emeritus. Talley came to the university in 1951 as assistant dean of students. He helped to create the Division of Student Affairs, which he led from 1969 to 1983.

STUDENT UNION HISTORY

NC State opened its original college union in 1951 (now the Erdahl-Cloyd Wing of DH Hill Library). The union idea ultimately became more important than the building itself. No one understood this better than the College Union’s first director, Gerald Erdahl. He wrote, “The heart of the union is not locked in the steel and concrete of a building, but rather in the Union organization. The Union building is merely the instrumentality through which the union idea is accomplished.”

The Union transformed student life on NC State’s campus. The student population soon outgrew the original college union, and in 1972, the organization moved into the newly constructed University Student Center. In 2008, NC State completed a Student Life Master Plan that called for the student center to be renovated and expanded to serve an ever-growing student population. The renovation reflected a philosophical and functional shift to this same idea that guided NC State’s original College Union. For that reason, the building was renamed to Talley Student Union when it reopened in 2013.

Talley Student Union seeks to live up to this idea by providing spaces and venues that encourage collaboration, foster learning and provide a welcoming atmosphere. With vibrant art, natural light, comfortable furniture and amazing views, we provide a place to build and strengthen the campus community.

But there’s more! A sense of community is often built over a cup of coffee or scoop of ice cream. Many of our dining venues double as lounges to maximize flexibility and provide study space in off-peak hours. From fireplace lounges to individual and group lounges overlooking the Thomas H. Stafford Jr. Commons, and everything in between, Talley has spaces to fit almost any need.



ASSOCIATION OF COLLEGE UNIONS INTERNATIONAL

First founded by students for students, the college union traces its roots to debating societies in England. Over time, the college union idea has continued to evolve but is still closely tied to social and intellectual pursuits.

The Association of College Unions International is the professional home to thousands of campus community builders around the world.



ACUI is committed to becoming the innovative, responsive, and inclusive leader in creating progressive education, training, and research in college unions, staff from the student centers serve on conference planning teams, research partners, and been acknowledged for several awards and distinctions

STUDENT-CENTERED UNION

Researchers have long noted that students are more likely to be successful in college when they feel a sense of place and are involved outside of the classroom. The college union serves these needs, offering a living room, where individuals come together through activities and work, forming a community.

The union supports the academic mission through the co-curricular experience, cultivating students' leadership, citizenship, and cultural competency

while developing alumni's enduring loyalty to the institution. As universities have been established around the world, the creation of a union — facility or not — is never far behind. From its early beginnings as debating societies to the modern campus community center, the college union is integral to the collegiate educational experience.

MISSION, VISION AND VALUES

MISSION

The NC State Student Centers provide a clean, safe and welcoming environment for the NC State community with a professional and collaborative staff. In support of the university's educational mission, the Student Centers will provide high-quality support to events and activities that will enrich the student experience, provide added value to the university and increase efficiency in university operations. Through formal and informal experiences, the NC State Student Centers serve as a cornerstone for student growth, learning and involvement, including an environment prioritizing students leading operations.

VISION

NC State Student Centers seeks to be known and sought after as a prominent partner that advances the university's mission by raising the standards of the campus experience for students, staff, faculty, alumni and guests with a reputation for the highest quality of service and facilities.



VALUES



ASSESSMENT AND OUTCOMES

Our 2023–2024 assessment efforts focused on:



Providing high-quality support to events and activities that enrich the student experience

- Assess event communication with clients
- Perform satisfaction surveys for event customers
- Assess day-of-event interaction with clients
- Survey student and visitor satisfaction of Student Union amenities

Student feedback and assessment data drove improvements across Student Centers operations, training and facilities. Updates included refining event planning processes, enhancing staff training and informing space upgrades through the 15-Year Capital Plan. Recent investments have improved key venues, including improvements to the State Ballroom and Witherspoon Auditorium. Looking ahead, the Advisory Committee will explore how seating, cleanliness, and flexible furniture with access to power can better support student needs and foster a sense of community.

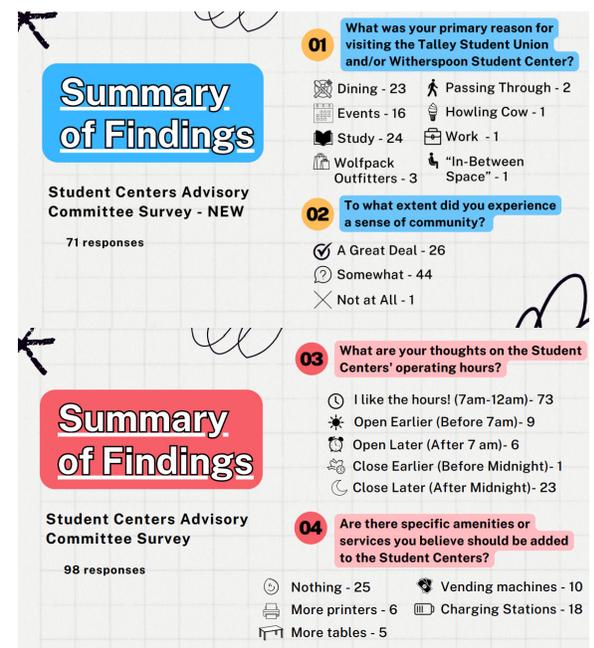
STUDENT CENTERS ADVISORY COMMITTEE

The Student Centers Advisory Committee, composed of current NC State students, provides suggestions, recommendations, and feedback from a student perspective to the NC State Student Centers. As

advocates for the overall student experience, members offer advice to the Student Centers leadership team on daily operations, gaining valuable experience and transferable skills for their future careers. The inaugural Advisory Committee launched in October 2023 to gather feedback and advocate for students. In Spring 2024, the group asked students to complete surveys and participate in focus groups to gain a deeper understanding of how students engage with the Student Centers.

In our first survey, we gathered responses from 98 individuals, 96% of whom were students. The most common reasons for visiting the Student Centers were to eat, study or spend time with friends. Sixty-eight percent of respondents said they come for dining, while 70% said they visit to study or socialize. Additionally, 74% of participants indicated that they are satisfied with the current operating hours of 7 a.m. to midnight.

In our second survey, we received responses from 71 individuals to evaluate how well we are meeting our mission of providing a clean, safe and welcoming environment for the NC State community. The results were overwhelmingly positive: 95% of respondents said the cleanliness of the Student Centers either meets their expectations or is better than most places on campus, 97% reported feeling safe at the Student Centers, and 98% said they are somewhat satisfied or greatly satisfied with the services and amenities.



HIGHLIGHTS

NCAA Tournament Watch Parties

Talley Student Union was packed with Wolfpack pride as students, staff and fans gathered to cheer on NC State men's and women's basketball teams during the NCAA Tournament. The Student Centers hosted official watch parties, creating a spirited environment with large screens, snacks and giveaways. These events brought the community together to celebrate one of the university's most memorable athletic runs in recent history.

Washington-Sankofa Room Opening Celebration

This important space in the Witherspoon Student Center underwent a comprehensive renovation, featuring updated finishes and significant AV enhancements. These upgrades enhance the room's functionality for lectures, cultural events and student organization meetings. The space now supports hybrid events and features wireless presenting capabilities, built-in cameras and improved sound clarity.

To celebrate the reopening, NC State hosted a special event that welcomed alumni, students and friends of the university. The gathering featured oral history, storytelling and shared fellowship, honoring the legacy of the space and its importance to the university. The celebration underscored the room's role as a living, evolving part of campus history.

FACILITIES PROJECTS

Talley Ballroom Refresh and AV Enhancements

The Talley Ballroom underwent a 10-year refresh to update the interior color pallet and pre-function space. In addition to visual improvements, the space received new AV equipment, including podiums and wireless microphones. These changes improve the experience for both presenters and attendees, positioning the Ballroom as a premier venue for university events and celebrations.

Witherspoon Auditorium Stage and AV Enhancements

Design and construction began on a new built-in stage in the Witherspoon Auditorium, along with upgraded AV systems. This project improves accessibility and usability for performances, presentations and film screenings.





WITHERSPOON STUDENT CENTER

Major improvements focused on accessibility, technology and functionality:

- Renovated and upgraded AV capabilities in WSC 201
- Installed a new fire alarm system throughout the building
- Modernized the first-floor restrooms
- Upgraded elevator
- Renovated WSC 118 (office) to enhance Student Centers' support at Witherspoon
- Initiated design for a built-in stage in the WSC 117 Auditorium

TALLEY STUDENT UNION

Improvements were guided by feedback, function and long-term planning:

- Added electrical outlets on the south terrace and in the fourth-floor lounge
- Installed new booths with electrical outlets on the second floor to increase seating density
- Introduced updated paper towel dispensers
- Completed a study for a future interior refresh, including carpet, paint and upholstery
- Completed a 10-year refresh of the Talley Ballroom with the installation of new wireless microphones
- Launched a holistic interior planning study to guide future renovations
- Upgraded TSU 3220 Zoom Room and TSU 4140
 - Added presenter and audience-facing cameras
 - Installed a new screen near the windows, as well as a confidence monitor at the back of the room
 - Improved microphone audio pickup with reduced feedback
 - Supported wireless presenting and hybrid meetings

These enhancements reflect our ongoing commitment to delivering cutting-edge spaces that cater to the evolving needs of campus events.



BUILDING SERVICES



International Housekeeping Week - September

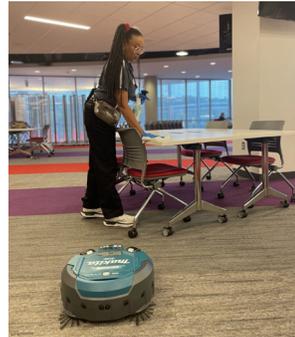
NC State Student Centers celebrated International Housekeeping and Environmental Services Week in September. We are grateful for the hardworking staff who keep our spaces clean, safe and welcoming.

A special Recognition Edition was also featured by Campus Enterprises Marketing, highlighting their contributions.

Student Centers purchased new waste units for the second floor of Talley Student Union. Made from recycled materials, these durable units include color-coding to encourage proper waste sorting and promote cleaner diversion. The units are also equipped with wheels for easy transportation and fewer parts, which reduces maintenance needs.

Robot Vacuum Project - Featured in Multiple Newsletters and Magazines

We also piloted a robot vacuum project to support after-hours cleaning. This initiative was featured in several publications, including Campus Enterprises' October newsletter. This story was also highlighted in the university-wide newsletter produced by UComm.



SUSTAINABILITY AND SERVICES

YTD Total Recycling	150.38 <i>tons</i>
YTD Total Landfill	230.99 <i>tons</i>
YTD Total Compost	87.78 <i>tons</i>
YTD Diversion Rate	50.76%
YTD Pallets Recycled	19.58 <i>tons</i>

UNIVERSITY WASTE
DIVERSION GOAL IS

70%

523

Facility Work Orders Entered

2858

Packages Received

367

IT Tickets Closed



EVENT SERVICES AND BOOKINGS

EVENT BREAKDOWN (2023-2024)

■ Registered Student Organizations ■ University Groups ■ Non-University Groups

\$77,343

Total Cost of Registered Student Organization Events

8,493

Number of Events

\$9.11

Average Cost per Event

\$334,002

Total Cost of University Group Events

10,575

Number of Events

\$31.58

Average Cost per Event

\$81,284

Total Cost of Non-University Group Events

420

Number of Events

\$193.53

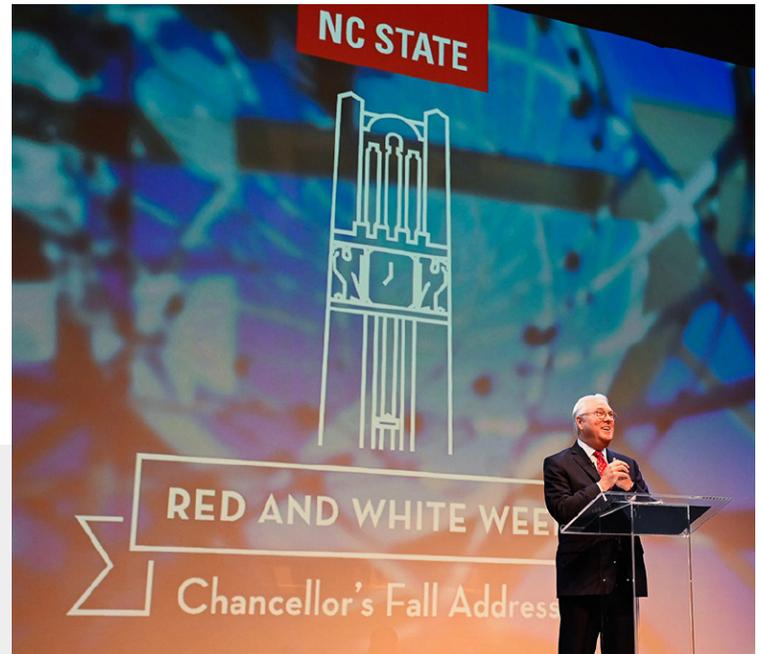
Average Cost per Event

6,148

REGISTERED STUDENT ORGANIZATION EVENTS WITH ZERO COST

Mazévo Event Management Transition

In summer 2024, NC State Student Centers transitioned from EMS—our longtime event management software—to Mazévo, a modern, cloud-based system designed to streamline operations and improve the client experience. Mazévo enables secure, real-time access for staff on any device and simplifies the client login process through Unity ID authentication. All communication between clients and staff is now archived within each event record, improving continuity and customer service. With increased flexibility and system-wide efficiency, Mazévo positions Student Centers for continued growth in event management.



STUDENT DEVELOPMENT AND SUCCESS

HIRING AND PROMOTIONS

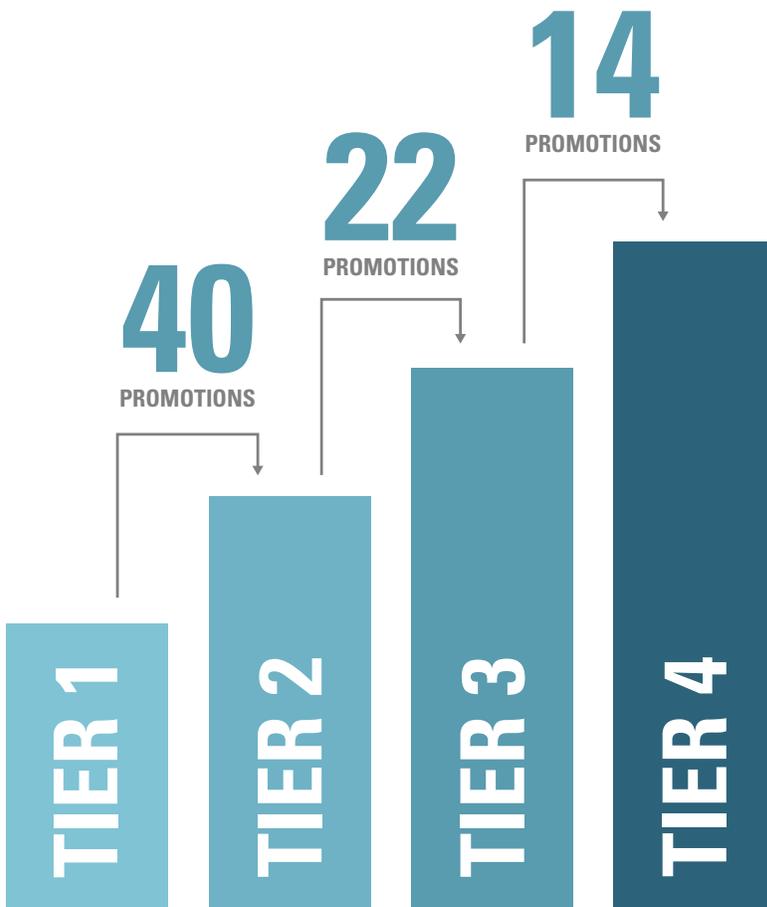
Our student-led hiring committee, led by hiring manager Anna Bailey, reviewed hundreds of applications in 2023–2024.

WE WELCOMED

81 NEW TEAM MEMBERS

WE CELEBRATED

76 PROMOTIONS ACROSS OPERATIONAL TIERS



Thanks to these efforts, our team remained fully staffed and maintained strong shift coverage, even during peak periods and academic transitions, ensuring consistent support for our campus community.

STUDENT PERSPECTIVE



“My experience working here has been an incredible journey, filled with constant opportunities for personal and professional development... The passion, creativity and dedication exhibited by the Student Centers continue to be a constant source of inspiration for me.”

Vaishnavi Avadhanam
M.S. Engineering

COMMUNITY BUILDING

We created meaningful ways for student employees to engage, relax and build friendships outside of their daily roles. Our events are designed and implemented by our graduate assistant for student success and a committee of student employees. We conclude the year with a week of appreciation for our student employees and an end-of-year celebration to honor our graduates.

FALL 2023

Welcome Back Event

Talley Hide and Seek

Family Feud

Talley-Ween & Haunted Cages

Talleysgiving

Masquerade Prom

SPRING 2024

Talley Treasure Hunt

Talley's Got Talent

Student Employee Appreciation Week

End-of-Year Celebration

“Community building has helped me connect with my coworkers outside of work... It also strengthened our relationships inside the workplace and boosted morale.”

Emily Cser
Student Employee



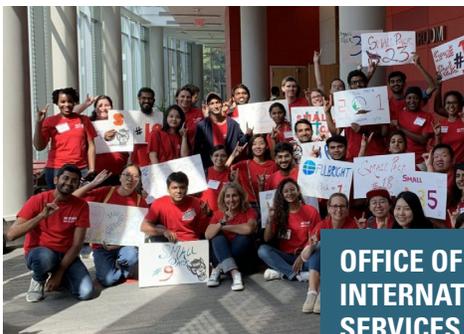
PROFESSIONAL DEVELOPMENT SERIES

We offered a wide-range of workshops throughout the year to support students' academic growth, career readiness and personal well-being. These sessions were developed in collaboration with campus partners and focused on building real-world knowledge and transferable skills.

We partnered with a number of university departments to deliver workshops tailored to our student employees including:



CAREER DEVELOPMENT CENTER



OFFICE OF INTERNATIONAL SERVICES



OFFICE OF PREVENTION SERVICES

WORKSHOPS INCLUDED

Career Fair Preparation

Preparing for your Internship and Job Search

Securing a Job in the United States

Managing Stress and Burnout

Healthy Relationships and Conflict Management

Balancing Responsibilities and Time Management

Communication Norms and Styles Across the World

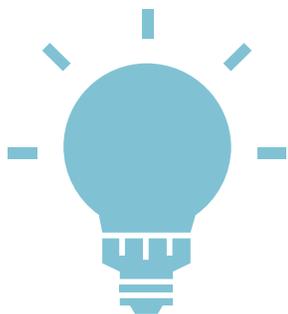
Pack Essentials Tour

"Lighten Your Pack" Mental Wellness Workshop

EMPLOYEE EVALUATIONS

Student employee self-evaluations are a valuable tool used each semester to promote reflection, track growth and enhance the on-campus work experience. These evaluations help students assess their performance, identify transferable skills and connect their job responsibilities to future career goals. They also encourage meaningful dialogue with supervisors and reinforce the value of on-campus employment as a high-impact learning experience.

Across fall 2023 and spring 2024, evaluations revealed consistent themes:



TOP SKILLS GAINED

Communication, time management, customer service, leadership, critical thinking, initiative and teamwork



CAREER CONNECTION

Over 75% of students linked these skills to their intended careers in fields like engineering, healthcare, law, marketing and education



REAL-WORLD APPLICATION

Many shared examples of using these skills to resolve issues, work independently or collaborate under pressure

Beyond professional development, students highlighted the sense of community that the Student Centers foster. Nearly 90% cited supportive teams, approachable supervisors and flexible scheduling as key benefits. Many described their jobs as both a source of income and a meaningful part of their college experience.

Evaluations are conducted each October and March, consistently demonstrating that on-campus work builds critical skills, strengthens engagement and contributes to an inclusive, student-centered campus culture.

OUR PEOPLE

RECOGNITION AND AWARDS



“The impossible is not part of my vocabulary. I never give up. I persevere in everything I do.”

BRECHE NUPSIA MAKOSSO MAZZI

SUPERVISOR FOR OPERATIONS
AND LOGISTICS

was nominated in the Human Relations category of the university’s Awards for Excellence. Known for her resilience and determination, Mazzi consistently brings a positive attitude and a strong sense of purpose to her work.

Mazzi’s work improves the experience for students, staff and visitors. Her nomination reflects the meaningful impact she has on the day-to-day culture of NC State Student Centers.

“These employees are dedicated to creating a great experience for our campus community - our students, staff, visitors and their coworkers too. We appreciate their dedication to our department, and I am glad others were able to learn more about their valuable contributions through the awards for excellence.”

Rich Berlin

Associate Vice Chancellor for Campus Enterprises



AWARDS AND SPOTLIGHTS

SHYANNE LARGE

JULY 2023

Shyanne served as a key member of our student-led hiring committee. She reviewed hundreds of applications, conducted interviews and consistently delivered fair assessments. During a virtual career fair, she interviewed 17 candidates in one day. Her flexible mindset and positive attitude were invaluable.

ANDRES LOPERA

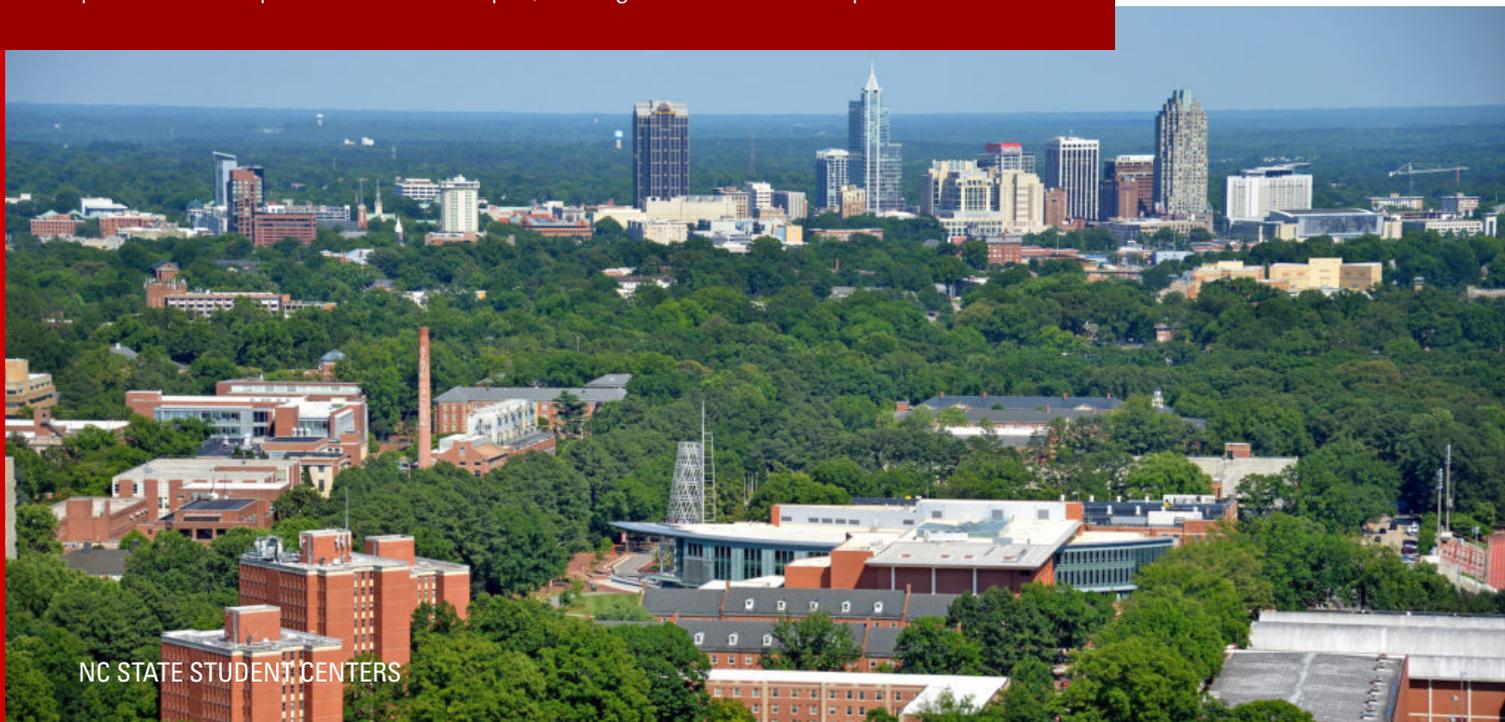
AUGUST 2023

Andres is a student building manager who leads with professionalism and purpose. He trains new employees, models respect for the facility and always arrives prepared. He even volunteered to train on a weekend when full-time staff were away. His leadership sets a powerful standard for our team.

BRITNEY DAVIS GRECO

APRIL 2024

Britney received strong praise from campus clients for her thoughtful and clear communication. One client said, "She made everything seamless. Her confidence and clarity impressed me from the start." Britney has streamlined the event reservation process for our partners across campus, making it easier and more professional.



STAFF DEVELOPMENT

The Professional Advancement for Campus Enterprises (PACE) program was launched in 2023 to create career development opportunities for Facilities Enhancement team members. The program outlines clear advancement pathways within our department, focusing on educating and supporting staff through professional development and growth.

PACE includes six advancement levels for the Facilities Enhancement Team:

- Temporary Technician
- Entry-level Technician
- Technician
- Advanced Technician
- Entry-level Supervisor
- Supervisor

New staff begin at the entry level and are eligible for promotion based on performance reviews and assessments between 12 to 18 months of employment. Additional advancement is based on business need and continued skill growth. The goal is to support internal development, improve efficiency and increase staff retention.

In FY24, four of our FE team members were promoted as part of the PACE program:

- Gaston Mukubu** - Entry-Level Facility Enhancement Technician
- Lisa Leach** - Entry-Level Facility Enhancement Technician
- Shawn Jones** - Entry-Level Facility Enhancement Technician
- Johnathan Brown** - Entry-Level Facility Enhancement Technician



Dr. TJ Willis, associate director, contributed to the Renovation and Construction Seminar hosted by the Association of College Unions International at Georgia Tech. His expertise helped shape the content and reflected NC State’s leadership in facilities planning and innovation.

Graduate Assistant Tessa Minnich presented at the ACUI Region III Conference at North Carolina A&T, speaking on “The Importance of Community and Belonging for Student Employees.” Her session highlighted the role of intentional programming in creating a strong support network for student workers.



NEW EMPLOYEES

Hillary Higgins - Night and Weekend Operations Coordinator (started October 17, 2023; transferred from Starbucks)

Jordyn Brewington - Graduate Assistant, Info and Student Development (starting June 10, 2024; former building manager at UNC Greensboro)

Curtis Roberson - Entry-Level Facility Enhancement Technician

Kori McCarthy - Entry-Level Facility Enhancement Technician

Trico Sutton - Temporary Facility Enhancement Technician

PROMOTIONS

Kyle Levine advanced from Night and Weekend Operations Coordinator to Production Manager

Breche Nupsia Makosso Mazzi moved from Building Services Administrative Coordinator to Building Services Supervisor for Operations and Logistics

YEARS OF SERVICE

Many of our dedicated and loyal staff members were honored for their years of service to NC State and the Student Centers.

5
YEARS
**BRECHE NUPSIA
MAKOSSO MAZZI**

10
YEARS
**ERIN
IVES**

5
YEARS
**KYLE
LEVINE**

20
YEARS
**LAMONTE
DAYE**

5
YEARS
**PATRICIA
TAYLOR**

30
YEARS
**LEONARD
WILLIAMS**

RETIREMENT

We celebrated the retirement of a long-term staff member. Leonard Williams retired after 30 years of state service.